Avaya Solution & Interoperability Test Lab

Application Notes for PhoneTech A10RJAMP Headset with Avaya 1400 Series Digital Telephones - Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate the PhoneTech A10RJAMP Headset (Configuration 1) with Avaya 1400 Series Digital Telephones. The A10RJAMP headset provides two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the configuration steps required to integrate the PhoneTech A10RJAMP Headset (Configuration 1) with Avaya 1400 Series Digital Telephones. The A10RJAMP headset provides two-way audio, allows the audio volume to be adjusted and the audio to be muted/unmuted directly from the headset. This solution does not provide call control features directly from the headset, such as answering or terminating a call from the headset.

2. General Test Approach and Test Results

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

The interoperability compliance test included feature and serviceability testing. The feature testing focused on placing calls to and from the Avaya 1400 Series Digital Telephones with the PhoneTech A10RJAMP Headset and verifying two-way audio. The call types included calls to voicemail, to local extensions, and to the PSTN.

The serviceability testing focused on verifying the usability of the PhoneTech headset after restarting the Avaya 1400 Series Digital Telephones and re-connecting the PhoneTech headset.

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2.1. Interoperability Compliance Testing

All test cases were performed manually. The following features were verified:

- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Placing calls to internal extensions to verify two-way audio.
- Placing calls to the PSTN to verify two-way audio.
- Hearing ring back tone for outgoing calls.
- Toggling between handset, speakerphone, and headset.
- Using the volume control buttons on the PhoneTech headset to adjust the audio volume.
- Using the mute control button on the PhoneTech headset to mute and un-mute the audio.

For the serviceability testing, an Avaya 1408 Digital Telephone was restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All test cases passed with the following observation(s):

- Incoming call alert is not heard through the headset, it is heard through the Avaya 1400 Series Digital Telephone.
- There is no mute sync between headset and phone.

2.3. Support

For technical support and information on PhoneTech A10RJAMP Headset, contact PhoneTech in Brazil:

- Phone: 11-3717-1881
- Website: http://www.phonetech.com.br
- Email: contato@phonetech.com.br

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3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the PhoneTech A10RJAMP Headset with Avaya 1600 Series IP Telephones. The configuration consists of an Avaya S8300 Server running Avaya Aura® Communication Manager with an Avaya G450 Media Gateway providing connectivity to the PSTN via an ISDN-PRI trunk (not shown). Avaya Aura® Messaging was used as the voicemail system. The PhoneTech A10RJAMP Headset was connected to the Avaya phone via the headset port.

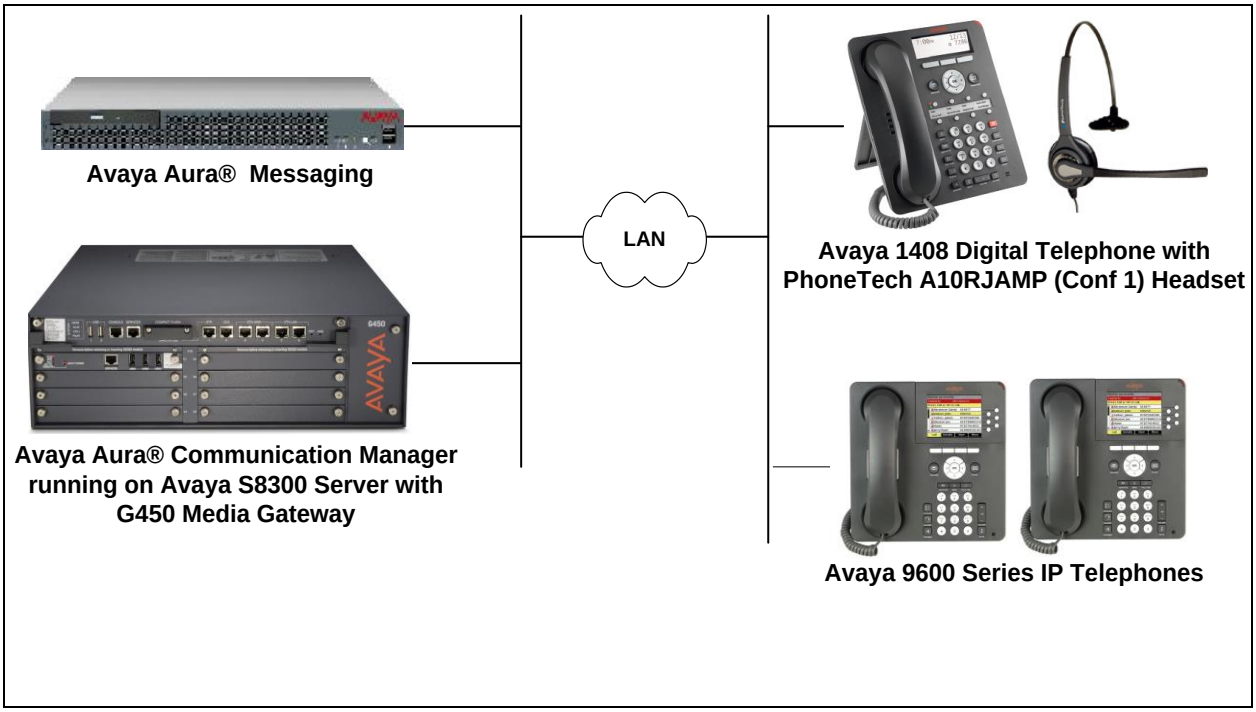
Avaya Aura® Messaging
LAN
Avaya 1408 Digital Telephone with PhoneTech A10RJAMP (Conf 1) Headset
Avaya Aura® Communication Manager running on Avaya S8300 Server with G450 Media Gateway
Avaya 9600 Series IP Telephones

Figure 1: Avaya 1400 Series Digital Telephone with PhoneTech A10RJAMP Headset

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4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® Communication Manager running Avaya S8300 Server with a G450 Media Gateway	6.3 SP 4 (R016x.03.0.124.0 w/Patch 21291)
Avaya Aura® Messaging	6.2 SP 2
Avaya 1400 Series Digital Telephones	R4 SP 4 (Alias Release 38.0, Vintage 7)
Avaya 9600 Series IP Telephones	S3.210A (H.323)
PhoneTech A10RJAMP (Conf 1) Headset	N/A

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5. Configure Avaya Aura® Communication Manager

This section covers the station configuration for the Avaya 1408 Digital Telephone. The configuration is performed via the System Access Terminal (SAT) on Communication Manager.

5.1. Configure a Station for Avaya 1400 Series Digital Telephone

Use the **add station** command to create a station for the 1408 Digital telephone. Set the **Type** field to the station type to be emulated. In this example, *1408* was used. Set the **Port** field to *IP* and configure a **Security Code** as that password to be used by the Avaya telephone to log in.

Note: To enable Auto-Answer on the digital telephone set the **Auto Answer** field on **Page 2** (not shown) to the appropriate value, such as *all*.

```
add station 40010                                        Page   1 of   5
                                   STATION

Extension: 40010                       Lock Messages? n               BCC: 0
     Type: 1408                        Security Code:                  TN: 1
     Port: IP                        Coverage Path 1:                 COR: 1
     Name: PhoneTech                 Coverage Path 2:                 COS: 1
                                     Hunt-to Station:
STATION OPTIONS
                                          Time of Day Lock Table:
             Loss Group: 2          Personalized Ringing Pattern: 1
                                               Message Lamp Ext: 40010
           Speakerphone: 2-way              Mute Button Enabled? y
        Display Language: english

          Survivable COR: internal
   Survivable Trunk Dest? y                          IP SoftPhone? n
                                                Remote Office Phone: n
                                                            IP Video? n
```


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6. Connect PhoneTech A10RJAMP Headset

Connect the A10RJAMP headset directly to the headset port of the Avaya 1400 Series IP Telephone.

7. Verification Steps

Verify that the PhoneTech A10RJAMP Headset has been connected to the Avaya 1400 Series IP Telephone. Once the headset is connected to the phone, verify that incoming and outgoing calls are established with two-way audio to the headset and that the headset can provide volume and mute control.

8. Conclusion

These Application Notes describe the configuration steps required to integrate the PhoneTech A10RJAMP (Conf 1) Headset with Avaya 1400 Series Digital Telephones. All test cases were completed successfully with observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya and PhoneTech documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.3, Issue 9, October 2013, Document Number 03-300509.

[2] *Administering Avaya one-X® Deskphone SIP for 9620/9620C/9620L/9630/9630G/9640/9640G/9650/9650C IPDeskphones*, Release 2.6.10, Issue 5, May 2013, Document Number 16-604083.

[3] *Avaya 1400 Series Digital Deskphones for Avaya Aura® Communication Manager Installation and Maintenance Guide Release 1.0*, Issue 1, May 2010, Document Number 16-603143.

[4] *Avaya 1400 Series Digital Deskphones User Guide for Avaya Aura® Communication Manager*, Issue 3, March 2011, Document Number 16-603151.

The following PhoneTech product documentation is available with the headset.

[5] *Manual do Usuário A10 RJ.*

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